

Scott Walker  
Governor

Dennis G. Smith  
Secretary



**State of Wisconsin**  
Department of Health Services

**DIVISION OF LONG TERM CARE**

1 WEST WILSON STREET  
PO BOX 7851  
MADISON WI 53707-7851

Telephone: 608-264-6726  
FAX: 608-266-5629  
TTY: 888-241-9432  
dhs.wisconsin.gov

October 17, 2012

Dear Community Health Partnership Member:

You have received two letters informing you that Community Health Partnership (CHP) will no longer operate the Family Care or Family Care Partnership programs as of January 1, 2013 and of your choices for Medicare health and prescription drug coverage for 2013.

As noted in our earlier letter to you, the Department of Health Services will contract with a new managed care organization (MCO) to provide Family Care services beginning in 2013. Last week, the Department announced our intent to award the contract to Southwest Family Care Alliance.

You are currently enrolled in the Partnership Health Plan, which combines Medicare coverage of health care services and prescription drugs with Medicaid managed long term care, which provides services like those in Family Care. Partnership's integrated care option, which combines these Medicare and Medicaid benefits, will not be available in 2013. Instead, these services and supports will be available through other options.

This letter provides additional information on the decisions you can make to receive health care, drug coverage and long term care services and supports in 2013, including the options available to you, what to do if you have questions, and how to exercise your choices.

- Attached is a guide on all of your choices for 2013, including phone numbers and resources if you have questions.
- A mail-in form is also attached to select your long term care services and supports for 2013.
- If you do not take any action –
  - Medicare will enroll you in programs to ensure you have health care and drug coverage.
  - Medicaid will enroll you in Family Care for your long term care services and your new MCO will be Southwest Family Care Alliance.
- Please know that you can change any of your choices throughout 2013.

In addition, we have scheduled meetings in your local area if you have questions. However, you do not need to attend a meeting to make your choices. The meetings will include staff from the Department, your local ADRC, the ombudsmen and their Medicare health plan and drug helpline staff, benefit specialists, and representatives from the new MCO - Southwest Family Care Alliance. Please see the attached schedule for times and locations and, if you wish to come, feel free to attend the informational session that is most convenient for you.

We are committed to making sure that this transition is as smooth as possible and that you have the information to select the best options to meet your health and long term care needs in 2013.

Sincerely,

A handwritten signature in cursive script that reads 'Pris Boroniec'.

Pris Boroniec, Administrator  
Division of Long Term Care

## Guide for CHP Partnership Health Plan Members

This guide provides information on the decisions you can make to receive Medicare health and prescription drug coverage and Medicaid long term care services and supports in 2013, including the options available to you, what to do if you have questions, and how to exercise your choices.

### Your Options for Medicare Health and Drug Plan Choices

- **You can change to Original Medicare.** If you enroll in Original Medicare, you may continue to have the same doctors, clinics and health services that you have now and Medicaid will likely pay your Medicare premiums, deductibles and copayments. Original Medicare is fee-for-service coverage managed by the federal government.
- **If you choose Original Medicare, Medicare will enroll you in a prescription drug plan.** You will receive a blue letter in November with the separate Medicare Part D prescription drug plan you will be enrolled in for 2013. Because you are eligible for Medicare and Medicaid, the plan should not require premiums or copayments. Once you receive your blue letter, you may want to call 1-800-MEDICARE and select a new plan if your plan does not:
  - Cover all of your medications (your CHP care team can give you a list of the medications you use);
  - Place the fewest special requirements, such as prior authorization, on the medications you use; and
  - Include the pharmacy you use.
- **You can join another Medicare Advantage (MA) Health Plan.** MA plans are offered by private insurers that contract with Medicare to provide health services and prescription drug coverage. You should know that:
  - Plans may offer additional services above Original Medicare;
  - Plans may limit the doctors and medical providers you may use;
  - The plan may have extra costs that may not be covered by Medicaid; and
  - Costs and coverage may change each year, but plans must provide all services covered by Original Medicare.

### Your Options for Medicaid Long Term Care Services and Supports

- **You can enroll in Family Care.** Family Care is a managed long term care program that has a care team to help you coordinate your services and supports. Your team helps you identify the outcomes you want and the providers that are available, and arranges and pays for your services. You also can choose to direct some or all of your services. Family Care provides the type of support for long term care that you received in Partnership.
- **You can choose IRIS.** IRIS is a long term care program that allows people to direct all of their long term care services. In IRIS, people use Medicaid services along with an individualized budget that they use to purchase long term care services and supports. IRIS members develop their own care plan, with the help of a consultant agency and a financial services agency, and they recruit, hire train, and schedule all of their providers.

\*\*\*\*\*  
**BECAUSE YOU HAVE MEDICAID, YOU CAN CHANGE YOUR MEDICARE OR MEDICAID PLANS AT ANY TIME.**  
\*\*\*\*\*

#### *To get help in comparing your options –*

- ✓ For help with Medicare health plan options, call the Wisconsin Medigap Helpline at 1-800-242-1060.
- ✓ For help with Medicare prescription drug plans, call the Wisconsin Medigap Prescription Helpline at 1-855-677-2783.
- ✓ For help choosing a Medicare plan, call 1-800-MEDICARE (1-800-633-4227) or visit [www.medicare.gov](http://www.medicare.gov) for tools to compare plans in your area, including Part D drug plans.
- ✓ For a list of your current doctors, medical providers and the prescription drugs you use, contact your CHP care team. This list may be helpful in selecting a Medicare plan used by your providers.
- ✓ For Medicare options and long term care options and enrollment, contact your local ADRC (attached list).
- ✓ For additional assistance on Medicare options and long term care choices, contact an ombudsman at:
  - 1-877-338-3724 (toll free), if you are age 18 to 59; or
  - 1-800-815-0015 (toll free), if you are age 60 or older.

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**IF YOU TAKE NO ACTION, YOU WILL BE ENROLLED IN ORIGINAL MEDICARE FOR YOUR HEALTH CARE AND A MEDICARE PRESCRIPTION DRUG PLAN FOR YOUR DRUGS. IF YOU TAKE NO ACTION BY NOVEMBER 16<sup>th</sup>, YOU WILL BE ENROLLED IN FAMILY CARE FOR YOUR LONG TERM CARE. SOUTHWEST FAMILY CARE ALLIANCE WILL BE YOUR MCO.**

## **CONTACT INFORMATION FOR AGING AND DISABILITY RESOURCE CENTERS (ADRCs)**

### **CHIPPEWA COUNTY**

<b>Name</b>	ADRC of Chippewa County
<b>Address</b>	711 N. Bridge Street, Room 118
<b>City, Zip</b>	Chippewa Falls WI 54729
<b>General #</b>	715-726-7777
<b>Fax #</b>	715-738-2589
<b>Toll Free #</b>	888-400-6920
<b>TTY/ TDD/ Relay#</b>	Wisconsin Relay 711
<b>Email</b>	ADRC@co.chippewa.wi.us
<b>Web</b>	<a href="http://www.co.chippewa.wi.us/adrc/">www.co.chippewa.wi.us/adrc/</a>

### **DUNN COUNTY**

<b>Name</b>	ADRC of Dunn County
<b>Address</b>	808 Main Street
<b>City, Zip</b>	Menomonie WI 54751
<b>General #</b>	715-232-4006
<b>Fax #</b>	715-232-5987
<b>Toll Free #</b>	
<b>TTY/ TDD/ Relay#</b>	715-232-1116
<b>Email</b>	<a href="mailto:dhs@co.dunn.wi.us">dhs@co.dunn.wi.us</a>
<b>Web</b>	<a href="http://dunncountywi.gov">http://dunncountywi.gov</a>

### **EAU CLAIRE COUNTY**

<b>Name</b>	ADRC of Eau Claire County
<b>Address</b>	721 Oxford Avenue, Room 1550
<b>City, Zip</b>	Eau Claire WI 54703
<b>General #</b>	715-839-4735
<b>Fax #</b>	715-839-4866
<b>Toll Free #</b>	888-338-4636
<b>TTY/ TDD/ Relay#</b>	Wisconsin Relay 711
<b>Email</b>	<a href="mailto:adrc@co.eau-claire.wi.us">adrc@co.eau-claire.wi.us</a>
<b>Web</b>	<a href="http://www.co.eau-claire.wi.us/adrc">www.co.eau-claire.wi.us/adrc</a>
<b>Office Hours</b>	Monday-Friday 8:00am- 5:00pm

### **PIERCE COUNTY**

<b>Name</b>	ADRC of Pierce County
<b>Address</b>	412 W. Kinne Street
<b>City, Zip</b>	Ellsworth WI 54011
<b>General #</b>	715-273-6780
<b>Fax #</b>	715-273-6863
<b>Toll Free #</b>	877-273-0804
<b>TTY/ TDD/ Relay#</b>	715-273-5251
<b>Email</b>	<a href="mailto:hreweyco@co.pierce.wi.us">hreweyco@co.pierce.wi.us</a>
<b>Web</b>	<a href="http://www.co.pierce.wi.us">www.co.pierce.wi.us</a>
<b>Office Hours</b>	Monday-Friday 8:00am- 5:00pm

### **SAINT CROIX COUNTY**

<b>Name</b>	ADRC of St. Croix County
<b>Address</b>	1101 Carmichael Road
<b>City, Zip</b>	Hudson WI 54016
<b>General #</b>	715-381-4360
<b>Fax #</b>	715-381-4308
<b>Toll Free #</b>	800-372-2333
<b>TTY/ TDD/ Relay#</b>	
<b>Email</b>	<a href="mailto:adrcinfo@co.saint-croix.wi.us">adrcinfo@co.saint-croix.wi.us</a>
<b>Web</b>	<a href="http://www.sccwi.us/ADRC">www.sccwi.us/ADRC</a>
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Pre-Print on the form from the CHP spreadsheet:

[First Name] [Last Name]  
[Actual Mailing Address 1]  
[Actual Mailing Address 2]  
[Actual Mailing City]  
[Actual Mailing State]  
[MedicaidNum]  
[Benefit Plan]

**Selection of New Long Term Care Program**

Because the Community Health Partnership organization is no longer providing the Family Care and Partnership programs in your area as of January 1, 2013, please indicate the program you wish to enroll in to continue to receive long term care services. Please sign and return the form in the envelope provided before November 16, 2012.

Indicate your choice below.

**For my long term care services:**

☐

**I choose to enroll in Family Care**

Family Care is a managed long term care program that has a care team to help you identify and arrange your services and supports. Your team helps you identify the outcomes you want and the providers that are available, and arranges and pays for your services. You also can choose to direct your services. Family Care provides the type of support for long term care that you received in Partnership.

Or

☐

**I choose to enroll in IRIS**

IRIS is a long term care program that allows people to direct all of their long term care services. In IRIS, people are provided an individualized budget that they use to purchase services and supports. IRIS participants develop their own care plan, with the help of a consultant agency and financial services agency, and they recruit, hire train, and schedule all of their providers.

I understand that if I do not make a selection by November 16th, I will be enrolled in Family Care and Southwest Family Care Alliance will be my MCO. I also understand that I can change programs at any time if I so choose.

\_\_\_\_\_  
Signature of Member/Guardian

\_\_\_\_\_  
Date

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## Information Sessions for CHP Members

The Wisconsin Department of Health Services in collaboration with local partners invites members of Community Health Partnership, their guardians and families to attend one of the following information sessions. During the sessions you will hear about the program choices available to you, you will hear from the new agency that will be providing Family Care in the area and you will meet organizations, such as Aging and Disability Resource Centers and Ombudsman, that can respond to questions.

You are welcome to select the location and time most convenient for you.

### **Monday, October 22**

2-4 pm OR 6-8 pm

Chippewa County Court House  
Room 001 and 003  
711 N Bridge Street  
Chippewa Falls, WI 54729

### **Tuesday, October 23**

2-4 pm OR 6-8 pm

River Falls Public Library  
Lower Level Community Room  
140 Union Street  
River Falls, WI 54022

### **Wednesday, October 24**

9:30-11:30 am OR 6-8 pm

Dunn County Government Center  
Room 122/124  
800 Wilson Avenue  
Menomonie, WI 54751

### **Thursday, October 25**

2-4 pm OR 6-8pm

Sacred Heart Hospital  
Rotunda  
900 W. Clairemont Avenue  
Eau Claire, WI 54701